FACE TO FACE VISITS TO CHILDREN IN-HOME

CREATION DATE: April 5, 2006

Creating a New Contact for Visits to Children In-Home

Pointers to Remember:

1. Children/families at home will be visited by the Social Worker monthly in their home.
2. Social worker must see parent and child.
3. A social worker should spend time speaking to the child individually, during the visit.
4. Once you have attempted or completed a contact with a child, information about the parent or collateral involved in a Case should be entered in the Contacts screen within FACES.NET.

   The Two types of Visits Are:

   a. Attempted Visit: - when a worker has tried to visit a client, foster parent, provider, collateral or other participant face-to-face but actual contact was not made with the child or other individual.

   b. Completed Visit: - when a worker has successfully held a face-to-face meeting with a client, foster parent, provider, collateral or other participant involved with a case.

   (a) Click Select to record whom the contact is "in regards to", (which may be different from the participants).
   (b) Before a "Provider" is displayed on the Contacts Provider picklist, the child's placement must be recorded on the placement screen.
   (c) Contacts appear in the Investigation and in the Case in FACES.NET

In the following steps, we will enter a contact in FACES.NET detailing a visit made by a social worker of the Jackson family.

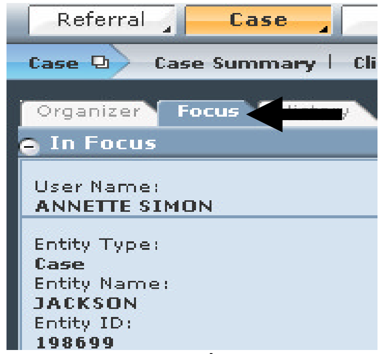


Figure 1

Step 2: Navigate to the Contacts screen. Place your mouse over the Case module at the top of the screen.

Step 3: Click on Contacts.

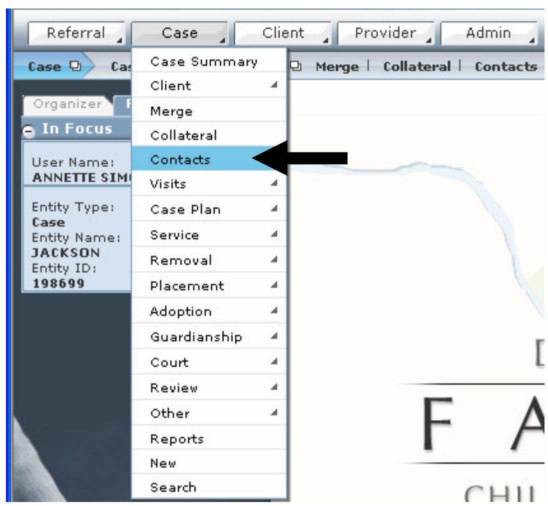


Figure 2

Step 4: Click on New.

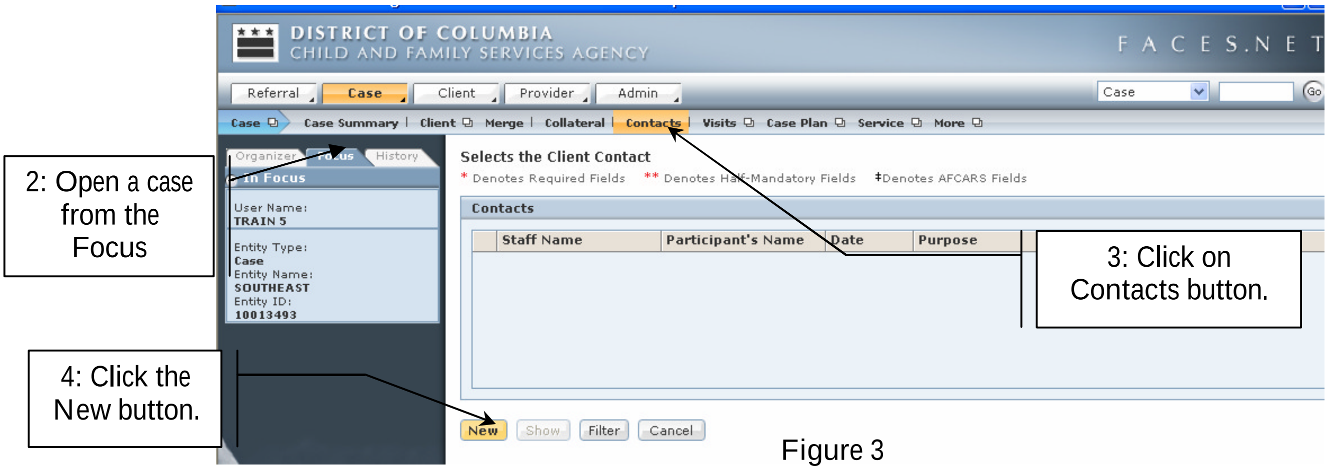


Figure 3

General Information/Contact Participants

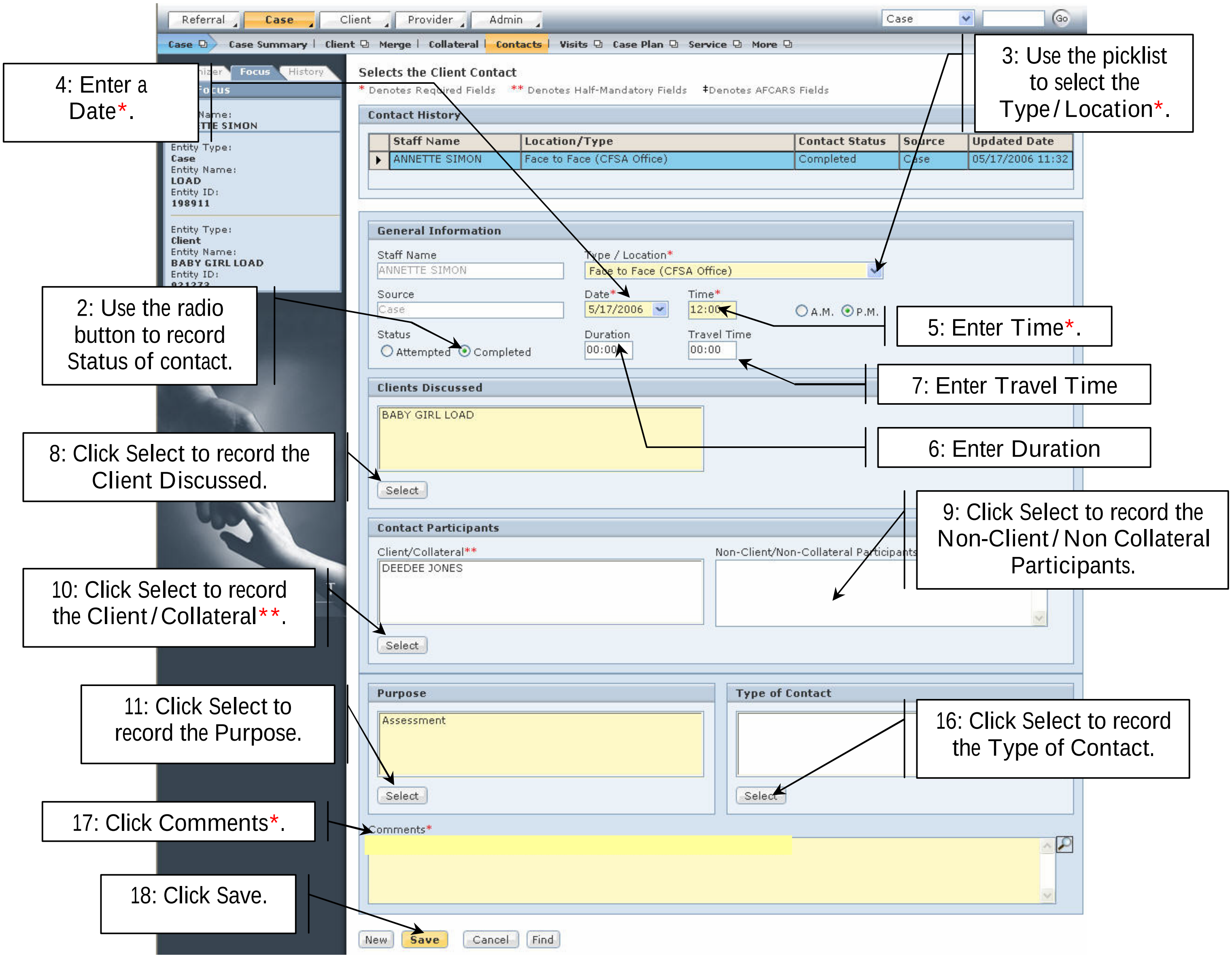
Steps Include:

Step 1: You can view it in several modules: I&R/MPD, Investigation, Workload, Case, Provider.

Step 2: Status – Click on the radio button to show attempted or completed.

Step 3: Type/Loc. – Click on the drop down picklist to choose the type of contact (Phone, Letter, Face to Face etc.)

Step 4: Date – Enter the date of the contact occurred.



Referral
Case
Client
Provider
Admin
Go
Case Summary
Merge
Collateral
Contacts
Visits
Case Plan
Service
More
Focus
History
Selects the Client Contact
* Denotes Required Fields
** Denotes Half-Mandatory Fields
‡Denotes AFCARS Fields
Contact History
Staff Name
Location/Type
Contact Status
Source
Updated Date
ANNETTE SIMON
Face to Face (CFSA Office)
Completed
Case
05/17/2006 11:32
Entity Type:
Case
Entity Name:
LOAD
Entity ID:
198911
Entity Type:
Client
Entity Name:
BABY GIRL LOAD
Entity ID:
General Information
Staff Name
ANNETTE SIMON
Type / Location*
Face to Face (CFSA Office)
Source
Case
Date*
5/17/2006
Time*
12:00
A.M.
P.M.
Status
Attempted
Completed
Duration
00:00
Travel Time
00:00
Clients Discussed
BABY GIRL LOAD
Select
Contact Participants
Client/Collateral**
DEEDEE JONES
Non-Client/Non-Collateral Participants
Select
Purpose
Assessment
Select
Type of Contact
Select
Comments*
New
Save
Cancel
Find
2: Use the radio button to record Status of contact.
3: Use the picklist to select the Type/Location*.
4: Enter a Date*.
5: Enter Time*.
6: Enter Duration
7: Enter Travel Time
8: Click Select to record the Client Discussed.
9: Click Select to record the Non-Client/Non Collateral Participants.
10: Click Select to record the Client/Collateral**.
11: Click Select to record the Purpose.
16: Click Select to record the Type of Contact.
17: Click Comments*.
18: Click Save.

Figure 4

Step 5: Time – Enter the time the contact occurred.

Step 6: Duration – Enter the length of time the contact lasted.

Step 7: Travel Time – Enter the length of travel time if applicable.

Step 8: Click Select to record the Clients Discussed.

Step 9: Click Select to record the Client/Collateral.

Step 10: Add any additional participants into the Non-Client/Non-Collateral Participants box by typing their names.

Step 11: Click Select to record the Purpose of the contact.

- The Select Contact Participants box will pop up. The radio button will default to client.

Step 12: Select the Available Values from that column; to select multiple values, hold down the [Ctrl] key while clicking the value needed.

Step 13: Click the right pointed double-arrow to place selected values on the Selected Values column.

Step 14: If you select an item in error, then click on selected value and click the left pointing double-arrow.

Step 15: Click Ok (when all values have been selected.)

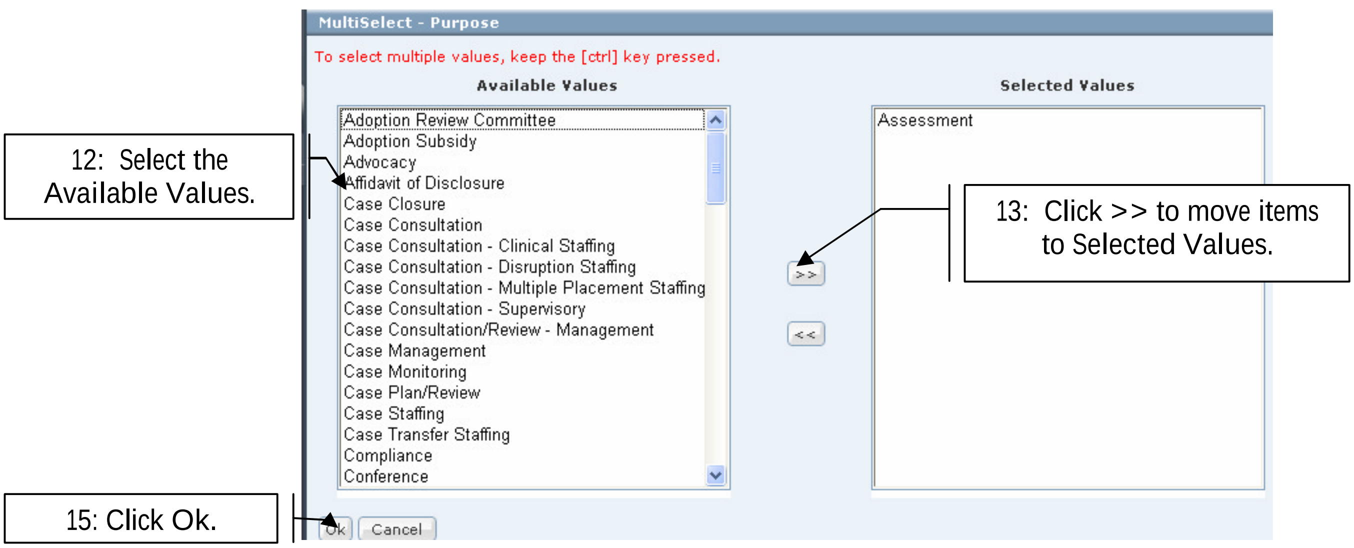


Figure 5

Step 16: Click Select to record the Type of Contact.

Step 17: Follow Steps 12 – 15.

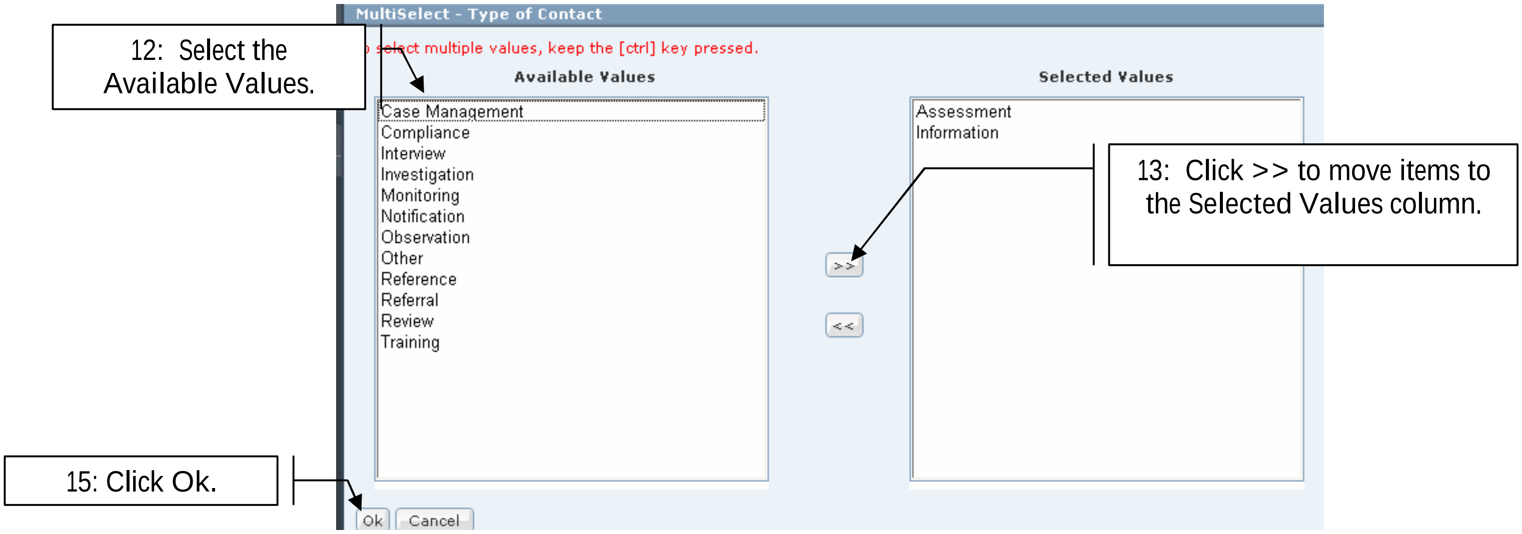


Figure 6

Step 18: Click Save.

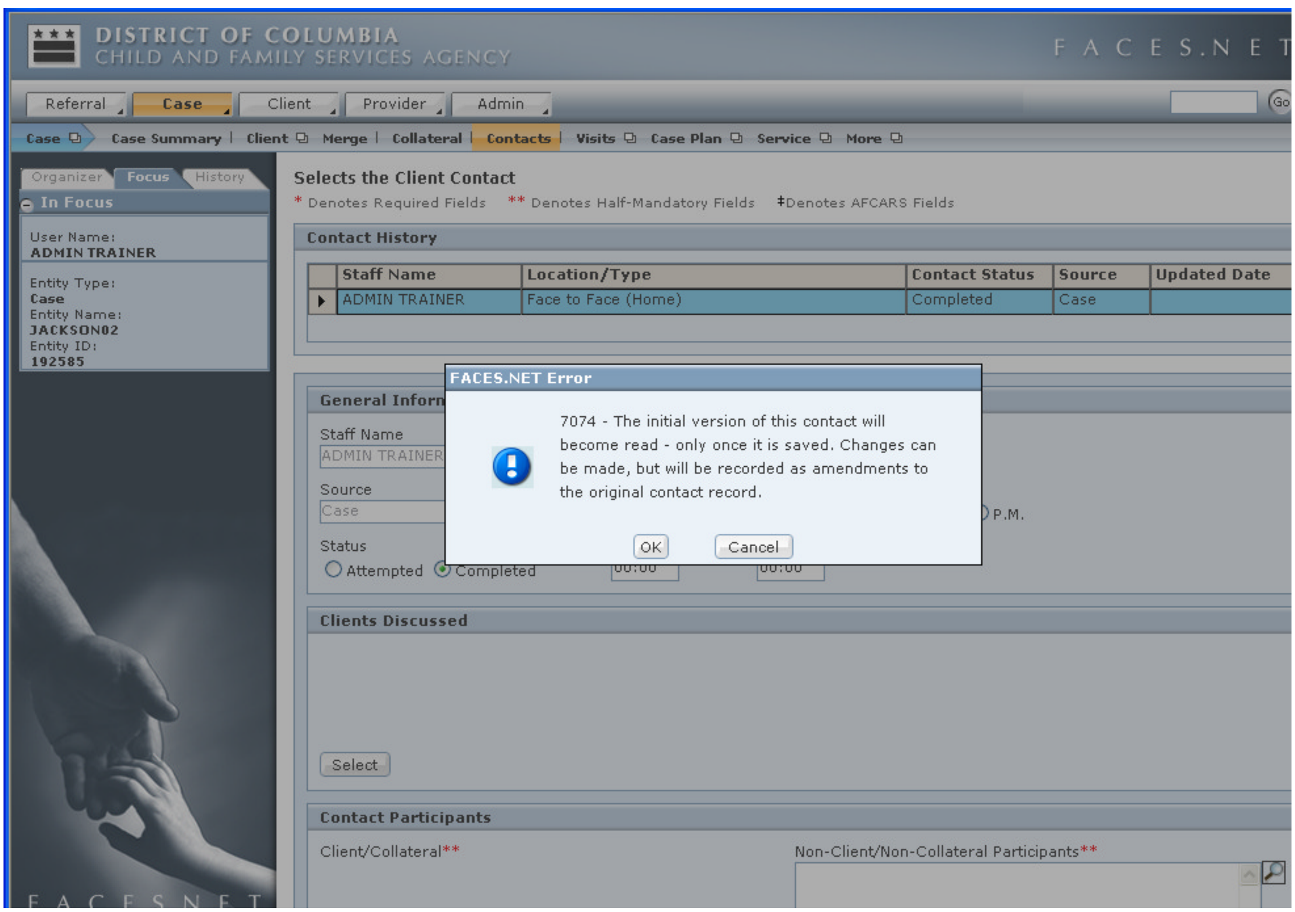


Figure 7

Step 19: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.

Note:

In order for a social worker's contacts/visits to count, three fields must be completed:

- The Type/Loc. field must be a 'Face to Face"
- The Status field must be "Completed".
- The clients with whom the social worker met must be entered into the Contact Participants field.

View a Contact/ Amend a Contact

Pointer to Remember:

Any changes made to a contact upon re-entering the screen will result in an amendment. FACES.NET will keep a record of each amendment to the Contact Screen.

Steps Include:

Step 1: Click Contacts.

Step 2: Highlight the contact to be viewed on the Select Contact pop up screen.

Step 3: Click Show.

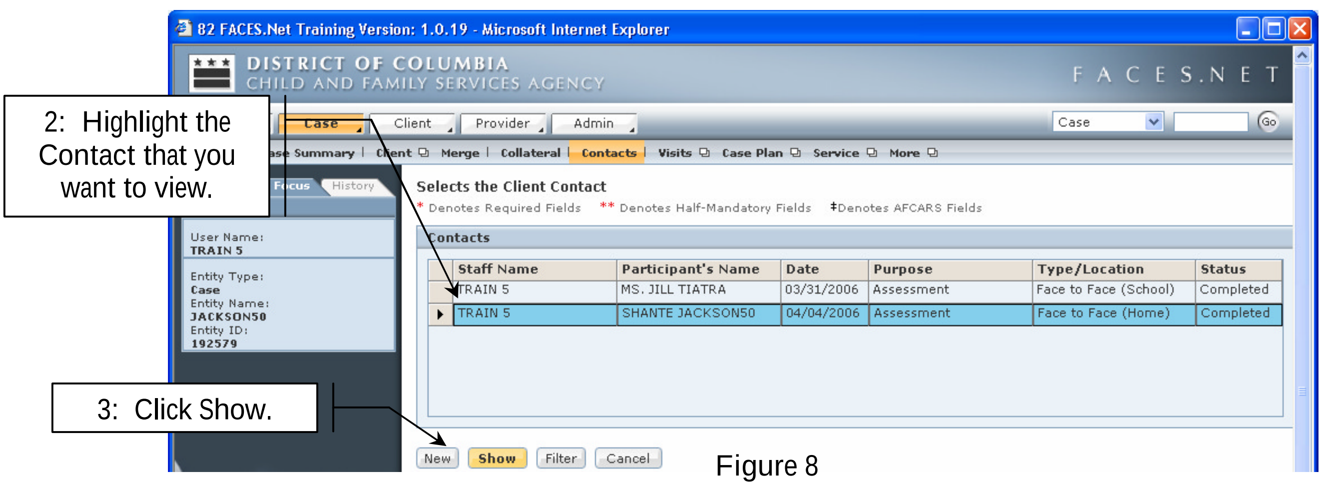


Figure 8

Step 4: View or make any necessary changes.

Step 5: Click Save if changes were made to the screen.

Step 6: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.

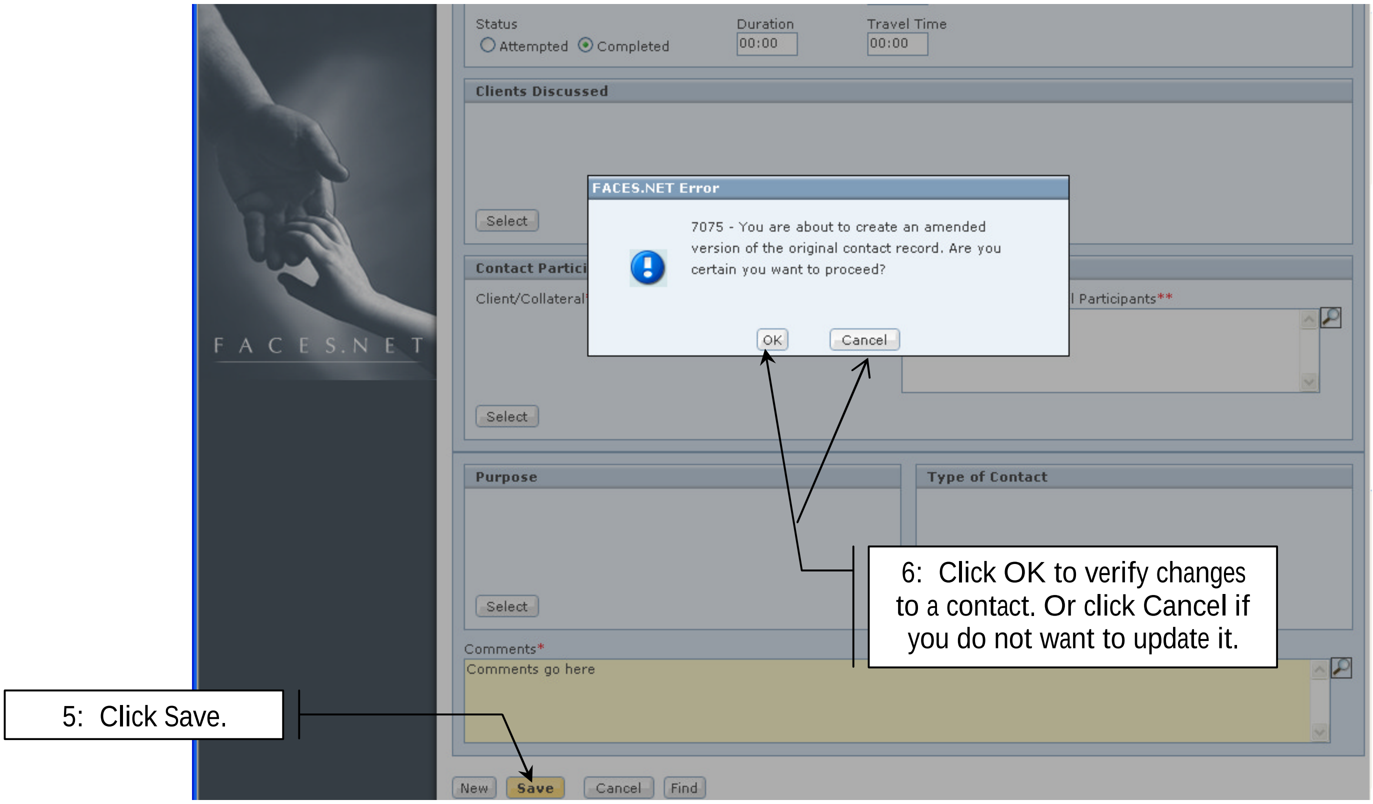


Figure 9

Note:

- Please refer to the Modified Final Order and Best Practice Implementation Plan in LaShawn A. v. Williams for policies and guidelines concerning the frequency of visits to children. This information can be found on the CFSA Intranet site.

Best Practice Reports Reference Guide

Data input for the above tip sheet will affect statistics recorded for Best Practice # III.3 – CMT166MS--Visits to Children /Families In-Home.

CMT166MS captures the following information:

- Percent totals may not add up to 100% due to rounding. Numbers in visit columns may not add up to the total as a child could be in multiple cases across different administrations.
- This population includes all children who are a) actively participating in the case as a child b) under the age of 21 and c) not in placement.
- A child is considered to be "at home" if the placement is end-dated or no placement is entered in FACES.
- This report includes children with in-process placements.
- This report counts all completed contacts that are entered in the Contact screen or the Visit Log where the child's name is selected as a participant.
- If no information is entered in FACES for a given record, the detail report will show a blank for that record.
- For the purposes of this summary, contacts with a status of "Canceled" "No Show" or Attempted" are not counted as contacts.
- The numbers above represent information entered into FACES as of the report run date. The numbers may change as further updates are made.